Security Guard Training – Talking points

Welcome, introductions, agenda for the day:

- Rules of Behavior, Customer Service and De-Escalation
    - Printed handout: copy of ROB
- Incident Reports
    - Printed handout: blank incident report
- Privacy Policy
    - Printed handouts: Information Privacy and Security Policy, Confidentiality of Library Records, LFPL's policy on our website
- Take a Red Binder to show as an example

How you approach people

Being a *library* security guard involves more customer service than many other security positions. The most successful guards tend to be good with people and enjoy interacting with people. Hopefully you all have had de-escalation training. In almost every situation, your approach will either make the situation better or worse. Make sure you are practicing your customer service skills and de-escalation tactics because it is always be the goal to diffuse the situation, not make it worse.

- 5 to 1 ratio: good vs bad interactions (1 negative is equal to 5 positives, so build up your positives. Pennies in the cup.
- The first 5 seconds – slow down, introduce yourself, less public, 15 degree stance, give full attention / don't interrupt
- Slow down – it can be second nature after a while to just walk up and launch into what the patron shouldn't be doing. Unless there is an emergency happening, take it slow.
- Lower your voice – you don't want to embarrass anyone, someone embarrassed is more likely to want to "defend themselves" and now you are in a conflict. Don't shout across the room at people. In some situations, you may also want to ask someone to step to the side to talk if you are in a busy part of the library – if a patron can comply with your request with their dignity intact, they are more likely to comply.
- Introduce yourself when possible – *talk about pennies in the cup*. If you are on good terms with someone, they will almost always respond better to requests than if the only time you ever interact with them is to enforce rules.
- Watch your tone – it is not just what you say, it is h ow you say it
- Watch your body language – what nonverbal messages are you sending?
- Don't engage in power struggles with patrons, the goal isn't to win over the patron, the goal is to defuse the situation. If a patron insults you, don't respond with insults. If a patron is shouting at you, or makes a threat – don't respond in kind. You can't control what they say but controlling your response is part of the job.
- Find some phrases that work for you, for example: when I have to talk to someone, I'll often say, "excuse me, I'm sorry to bother you (or interrupt you) but your music is a bit loud, could you turn it down?" If someone is obviously upset or frustrated, I'll try – "hey, what's going on, can I help with something? I'm Nicole, could you tell me what happened?" Rather than telling them to calm down or etc. first.

- Listen and try not to interrupt, let the person have their say.
- Be nice to people. Seriously. The whole point of the rules is to make the library a welcoming environment for everyone. When we have to have to ask people to follow our rules, do it with kindness and empathy.
- STOP – Ask guards for their de-escalation tips here
- What about super intense, emergency situations – some of this goes out the window, for example: a fight in the library – while we can't jump in and physically restrain people, it is fine to shout stop! You really can't politely request that people stop fighting. You just need to do your best, make sure 911 is on the way and try to keep yourself and others and pay attention so that you can write or help write the incident report later.
- What about if someone is threatening, insulting me – again, do not engage in a power struggle. One of the most frustrating things to see as a manager is when a patron is leaving but as they go they are letting the insults fly AND THEN the guard/staff person gets frustrated and starts responding in some way. Please don't! They are leaving, that is what they want. I have seen patrons who are almost out the door turn around to continue the back and forth.
- If you ask someone to leave and they flat out refuse or make a threat, call 911 for assistance in removing the patron. Try to disengage and keep a distance, keep others out of the way until help arrives. Don't get into a shouting match or a power struggle.
- It is totally normal and human to feel frustrated when patrons are pushing our buttons and trying to get to us, but we have to keep it in check.
- On the subject of 911 – if there is clear and immediate danger you, anyone should call 911. You do not have to wait for a supervisor or someone else. If someone is sick, nonresponsive or if a patron requests that we call, we call. If the situation isn't dangerous, discuss with a supervisor or staff and try to resolve it – for example – one day someone was in the bathroom and wouldn't come out for a really long time. However, he wasn't having a medical emergency. Rather than calling, I just kept trying to get him to come out and finally he did.

Rules of Behavior

- Selling, using, possessing, or being under the influence of illegal drugs;
    - Note the word "under the influence"
    - Smelling like weed, for example, or glassy eyes isn't enough
- Being impaired due to alcohol consumption
    - Note that just smelling like alcohol isn't enough, a person may smell like alcohol without being intoxicated, note the rule says "being impaired".
- Consuming or possessing alcohol in public areas of the library except as authorized by the library director;
    - Does the patron have an unopened bottle of something in a bag, or etc? That is not enough to kick someone out and ban them – example: stopping by the library on your way home with a bottle of wine. The person has to be consuming the alcohol / have an open container.
- Verbally or physically harassing or threatening another person, including making suggestive comments or yelling; or threatening violence against another person, including stalking, staring,

lurking, gesturing, offensive touching or any sexual harassment; or obscene acts such as sex acts or indecent exposure;
    - If a patron is a little unpleasant, that is not verbal harassment. Remember that while we have to be professional and polite, patrons don't really have to be friendly. They can't be disrespectful call us names and so on.
- Violating the library's rules for acceptable use of the Internet and public computers which are posted on the sign-in screen of every public computer;
    - Full, explicit image, like a picture of a person. Being scantily clad, even a super skimpy bathing suit, dancing and so on is not an actual violation. This is a good one to get a sup involved in if one is present.
    - Protocols for child pornography
- Using any personal audible devices without headphones or with headphones set at a volume that disturbs others, including any use of cell phones, pagers, and other communication and musical devices in a manner that disturbs others. Audible cell phone and pager ringers must be turned off;
    - Note that the rule isn't no cell phone or noise, the rule is noise that disturbs others. If someone is sitting at a computer and they need to make a quick quite call that pertains to what they are doing VS. someone having a loud conversation on speakerphone
- Using library facilities for personal grooming, bathing, shaving or shampooing, doing laundry, or changing clothes;
    - What if someone is in the bathroom brushing their hair and putting on some make up?
    - What if a child spits up on a parent's shirt and they go into the bathroom into a closed stall and they change their shirt?
    - What if someone is standing ½ nude out in the restroom drying themselves with the hand dryer after having bathed in the sink
    - The point of this is that bathing, laundry can be unsanitary and our bathrooms really aren't equipped for that kind of activity.
- Entering or being in the library barefoot, without a shirt, with offensive body odor or personal hygiene, or being otherwise attired so as to be disruptive to the library environment;
    - Note that a shirt can be skimpy, pants can be sagging (as long there is something covering everything).
    - The bar for body odor and personal hygiene is very high and should generally be decided by a supervisor if one is present. There has to be a hazard or the odor has to be not just unpleasant but so unpleasant that it prevents others for using the library. It is very important that we do not arbitrarily ask people to leave for this issue, we can get in some serious trouble.
- Bringing in articles that measure more than 14" W x 17"H x 20"D;
    - Do you need to carry around a tape measure? No!
    - At Main we have lockers and a closet
    - What if a tutor has one of those little dolly like basket and she brings in her materials?
    - What if someone has a dolly like basket and they just want to pick up their reserves and leave?
    - What if someone has a Kroger shopping cart? No – those are specifically named in the next rule

    - What if you are at a branch and it is below zero and someone has a small carryon suitcase that will fit under a table? Maybe ask them to keep it out of the walkway and out of the way today but let them now that normally the rule is that items of that size aren't allowed.
- Consuming food or beverages in public areas of the library except as authorized by the library director;
    - Know the practice at your branch. For example: at Main, no food but the cup has to have a lid.
    - At Western, I believe absolutely no food/drink is allowed in the Archives.
- Lying down or sleeping in the restrooms, or on any floor, or couch, table or seat in the library or on library grounds; or loitering or blocking aisles, exits or entrances;
    - Patrons cannot be asleep or look asleep. Please try to empathize with people who may be falling asleep accidentally, or trying to sneak in a nap. Think about why they might be doing that. It may be that they couldn't get in a shelter and spent the night outside. Does that mean we can look the other way and let them sleep? No but we need to treat people with kindness.
    - Do's and Don'ts
    - What if you cannot wake people up? If we have tried out best and the patron will not respond, 911.
- Bringing pets or animals, other than service animals necessary for disabilities, into the library, except as authorized by the library director;
    - We cannot question much about service dogs – we can ask, is that a service animal? If yes, then fine. However, if the animal is not misbehaving and the owner cannot get it, keep it under control– snapping at people, jumping on people, urinating/defecating all over the place, the animal can be asked to leave but work with staff/supervisor on this.
    - Can a patron bring in their service cat? Rat? Skunk? No. Federal law only covers dogs.
    - Emotional support animals are not covered by federal law. But again, work with a supervisor on this one.

Incident Reports

At the Main Library, the security guards write most of the incident reports. At Branches, staff write them. We document incidents with patrons as well as accidents and patron illnesses that require assistance from staff. If a guard has an accident/injury on work time, an incident report is filed to document what happened. We file these whenever someone is asked to leave, even for the day. (Not always the case for youth).

A few things to note:

- Stick to the facts, no editorializing
- Fill out all of the required fields
- Note that incident reports are library documents. You cannot share them with anyone or keep copies for yourselves.
- These are subject to open records requests. If someone wanted to view a report, they would need to request it through those channels although some information would likely be redacted.
- Get police report numbers, reference numbers

Emergency Binder Info

Information Privacy and Security Policy

The Louisville Free Public Library is committed to the protection of personal privacy by keeping information confidential that identifies library users and their use of library books, materials, facilities, services, and assistance from staff. In accordance with KRS 61.931-61.934, Louisville Free Public Library will take reasonable precautions to ensure that any personal information, including but not limited to patron names and library card numbers, that is kept by the Library for any purpose is stored securely and safeguarded from unauthorized access.

Review all three handouts – but here are some highlights:

- We keep information about patrons primarily for the purpose of circulating items both in print and online. This information includes things like: Name, address, birthdate, phone number, email address and this information is not publicly available.
- Any person's personal information shall not be made available to any agency or any person other than the individual other than as follows:
    - Library staff within the scope of their duties
    - Patron permission which would be noted in the patron's record
    - Lawful requests which must be authorized by the Library Director
    - Parents and guardians of children's and teens
- Some common examples – not necessarily records but all patron activity is covered by this policy and private.
    - You see your neighbor checking out some books on divorce – can you chat with them, their spouse, or a mutual friend about it? No!
    - Someone comes in looking their brother Joe, they believe he has been hanging out at the library. Can you say, "Sure I know Joe, he comes in every Tuesday?" No!
    - Now, a police officer comes in looking for Joe. Can you tell the officer? No! Refer the matter to a supervisor, even if the officer has paperwork. It all goes through the Director's office.
    - Joe is regular patron who causes trouble. Other patrons witness you asking Joe to leave. Later they come up and want to know what Joe did. Can you talk about it? No!